



# MHA Connections

## Master of Health Administration Alumni Association

UNIVERSITY OF WASHINGTON • SCHOOL OF PUBLIC HEALTH AND COMMUNITY MEDICINE • DEPARTMENT OF HEALTH SERVICES

### Summer 2006

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Photos by MHA staff and alumni

Soulcatcher emblem: A Northwest Coast Indian symbol of physical and mental well-being by Marvin Oliver

Find the MHA Program on the web at <http://depts.washington.edu/mhap/>

## Director's Message

Dear Friends and Colleagues:

I am pleased to share some news and reflections about the state of the MHA Program here at the University of Washington. It has been some time since I've written, which is a reflection of the activity levels within the program. I am pleased to share good news on several fronts:



- Over the past two years, our program has been one of four MHA programs participating in a national demonstration project to develop a competency-based approach to management education. This project is sponsored by the National Center for Healthcare Leadership in Chicago (NCHL). As a result, the University of Washington MHA Program has moved into a leadership role within the field of healthcare management education in implementing competency-based approaches to the development of transformational leaders within our field. Over time, this will benefit our students and the practice community and alumni we serve.
- We continue to be proud of our students and their accomplishments:
  - We have just graduated the MHA Class of 2006. This class includes 24 students of diverse backgrounds and interests: 19 MHA students, 1 MD/MHA student, 1 MPA/MHA student, 1 MPH/MHA student, and 2 MBA/MHA students. All of these graduates are actively looking for jobs, and as of this writing, half have been successfully placed. One of our students, John Rigg, MPA/MHA has been awarded the David A. Winston Health Policy Fellowship by the Association of University Programs in Health Administration. This is a prestigious policy-oriented fellowship, based in Washington, DC.
  - Our Executive MHA Class of 2006 is rapidly approaching their graduation date, which will arrive in late August. This class includes 18 students, all with a variety of backgrounds and interests.

## Director's Message, continued

- We have admitted our MHA class for the autumn of this year and have a fine group of 17 students. We are now in the process of admitting the Autumn 2006 EMHA class. Interest in this program is strong, and I expect that we will have an excellent group of students in the fall.
- We have appointed two new staff members, Bree Rydlun and Blaine Reeder. Bree was recently promoted into a new program position, Recruiting and Marketing Specialist. Blaine was hired to fill the position previously held by Rick Bruch. Blaine directs our program web site and web-based activities. In other staff news, over the past year, Jane Maule has expanded our efforts in student services and practice community relations and has expanded our new Student Career Development Program. Under Donna Porter's outstanding leadership, our staff does an excellent job.
- One important note about the new Recruiting and Marketing Specialist role: as Bree becomes more active in developing this role, she will be communicating with our alumni, friends, and students, as well as advising centers in significant colleges and universities throughout the western U.S. This role is a manifestation of our commitment to identifying, attracting, retaining, and developing those who will lead our field in the future. We will appreciate any assistance that you can give to Bree in this important effort.
- On Friday, June 9, Donna Porter was awarded the Department of Health Services Outstanding Staff Member of the Year Award. While we all believed this award was well deserved for her hard work within the Program and the department, we were all surprised to learn that she also received the first annual Ken Anderson Award from the School of Public Health and Community Medicine. This award is given to the staff member within the School who is judged to have made outstanding contributions. We are all proud of Donna and all that she does for the MHA Program.
- On April 26, the MHA Program sponsored a newly reconstructed Annual Alumni Day. We tried a new format in which several faculty members made brief presentations on topics of current interest. These presentations were then followed by active and lively discussion facilitated by Rick Carlson, JD (Health Policy Resource Center). The format was exciting and the discussion energetic. We will use this format again in the future.

As you can tell, the MHA Program is alive and well. Faculty, staff, and students are engaged and productive. While the last year has been active, I anticipate more of the same in the year ahead.

Best Wishes,



William E. Welton, Dr.P.H., M.H.A.  
Senior Lecturer and MHA Program Director

## Alumni Directory

The alumni directory is available in the Contacts/Updates section of the MHA Alumni web page.

<http://depts.washington.edu/mhap/alum.shtml>

Access to the directory is password protected; see the announcement email/letter for the login and password. If you don't have that available, contact Jane Maule at 206-616-2933 or [jmaule@u.washington.edu](mailto:jmaule@u.washington.edu).

Please review your directory listing and, if needed, use the on-line update form on our MHA alumni web page.

<https://depts.washington.edu/mhap/alum/alumupdate.shtml>

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## Sparks Fly at Alumni Day by Miriam Marcus-Smith

What happens when you gather MHA alumni from a variety of professional settings, provide a provocative facilitator and ask the alumni for their opinions on some timely health services topics?

On April 26 at the MHA Alumni Day

the result was an interesting exchange of ideas and questions. The small group size, combined with articulate professionals who don't hesitate to express themselves, produced some frank discussions.

Five faculty each gave a brief review of the following topics, after which the participants engaged in discussion facilitated by Rick Carlson.

Doug Conrad presented "Paying for Performance," a topic guaranteed to spark some strong opinions, especially when the discussants included those working with health plans, hospitals and providers.

"Consumer Directed Health" was presented by Cindy Watts, who clarified some misconceptions about what this concept is and is not.

Dennis Pointer's comments about "Saving Hospitals in Trouble" included information on the profit margins of hospitals, another topic of perennial interest (and/or skepticism).

*"Thanks for inviting me. It was a great opportunity to hear things and meet people I wouldn't normally be exposed to. I also look forward to attending in the future; the event was well-planned and executed."*

*~ Jake Hawksworth, MHA 2006*

*"Beginning by identifying the major topics was an interesting platform. The stated topics are certainly important...I enjoyed the discussion format and as always was impressed by the intellect in the room."*

*~ Kelly Malone, MHA 1985*

*"Good discussion topics. Great to see faculty again after several months since my graduation. Good interaction." ~ Bernie Iliakis, Executive MHA 2005*

*I really liked the roundtable discussion format, and of course I would have liked to have seen more participation." ~ Brad Senstra, MHA 1995*

David Masuda asked the attendees to think about "The Prognosis for EMR [the electronic medical record]"; discussion included the continuing barriers to EMR adoption, and whether the potential benefits have been overstated.

The closing discussion of "Who Will Take Care of the Boomers as They Age?" introduced by Will Welton, challenged the participants to think of truly creative ways to address a seemingly-unsolvable problem: the widening gap between demand for and supply of nurses and other caregivers as the boomers reach their older years.

2006 Alumni Day discussions provided a great opportunity for alumni of both the day and evening programs to spend a few hours away from their usual work settings to hear some updates, share opinions, and explore topics that are pertinent to their professional and personal lives. We hope you will join us in 2007 for the next annual event.

## ACHE Congress in Chicago with contributions by Domi Zhou and Chi Do

It was a very memorable experience to attend ACHE Congress in Chicago this year. Thanks to the sponsorship given by Marcel Loh from Swedish Hospital and David Brooks from Providence Everett Medical Center, this opportunity allowed us, along with our colleague, Sunny Diaz, to network with health care executives and ACHE Student Chapter leaders across the United States.

This was the first year ACHE offered a Student Track program just for undergraduate and graduate students in the field of Healthcare Administration. We found it very helpful because it was very much geared toward new graduates coming out of health care administration programs. One of the most memorable seminars was called, "What they didn't teach you in graduate school."

Other Congress program topics varied, covering issues from how to get your first job in the field, to how to advance as an early careerist. It was very impressive to see more than 4000 healthcare administrators from all over the country gathered to share and learn from one another. As a student, it was an excellent networking and learning opportunity.



**Front Row (left to right)** - Chi Do '06, Sunny Diaz '06, Domi Zhou '06, Joyce Anne Wainio '89, Carrie Johnsen '03

**Back Row (left to right)** - Andy Stewart incoming '06, Tom Jenkins '99, Will Welton, Kimbra Treadwell '03, David Sibery '03, Chris Van Houten '03

The UW MHA program also organized a cozy happy hour get together for alumni and students attending Congress. This was the first year that the UW ACHE Student Chapter made such a strong presence both at Congress and at the Alumni gathering. The gathering took place at Zest restaurant and we had a wonderful time networking with about sixteen UW MHA graduates. We learned a lot from them; not only the memorable stories they had from when they were students, but also how their UW MHA education has benefited their career advancement. Meeting with them allowed us to see first hand how accomplished UW MHA program graduates from all across the United States are. As new graduates, we hope to further spread this program's excellence in our careers, and create a better health care future for our communities.

### Help Us Keep in Touch With Your Classmates

We've lost contact with some of our alumni—perhaps you can be of help. If you are in touch with one of the MHA alumni listed below, please let us know, or encourage them to contact us. Thanks for your help!

To update your own job status or contact information, visit our Alumni web page:

<http://depts.washington.edu/mhap/alum.shtml>.

Bert D. Beatty,1987  
David J. Carpenter,1975  
Narumi Eguchi,1995  
Leila Jalinous,1995  
Bruce A. Miyahara,1979  
Natalie Jean Novick,1979  
Patricia L. Perry,1982  
Jerome A. Pollard,1983  
Robert L. Rexford,1973  
Latonya J. Whitley,1992

## Events

### Events

#### June 22-25

The AUPHA 2006 Annual Meeting was held in Seattle at The Grand Hyatt.

#### June 24

The fifth Best Practices Workshop (The Exceptionally Effective Healthcare Organization Director/Commissioner) took place in the South Campus Center on the University of Washington Seattle campus.

#### August 3

The Summer Gathering for Mentors and Internship Preceptors will be held in the Petersen Room of the Allen Library on the UW campus.

#### Summer 2006-Spring 2007

The MHA Program Reaccreditation visit by CAHME (<http://www.cahme.org>) is scheduled for the spring of 2007. We will be preparing the self study document this summer. As in the past, we will call on our alumni for help in the form of an alumni survey, which will be sent to you this summer. We also look forward to alumni representation during the site visit -- more on this later.

## EMHA Class of 2006 UW Commencement Ceremony



### EMHA Class of 2006

*Front Row (left to right) – Sam Cho, John White, Leslie O'Brien, Ann Erickson Russ, Terri Wallin*

*Back Row (left to right) – Viswanathan Subbiah, Kaity Pak, Neimeh Shalash, Gillian Gallo*

## MHA Class of 2006 UW Commencement Ceremony



### MHA Class of 2006

*(left to right) - Jake Hawksworth, Domi Zhou, Julia Spaulding, MiYoung Kim*

## Recent News and Updates from Alumni

### *Scholarships*

**Terry Jaret, '07** 2006 AUPHA/McGaw Scholar  
**Lesley Jones, '07** 2006 AUPHA/McGaw Scholar  
**Michael Lo, '07** 2006 AUPHA/McGaw Scholar

### *Fellowships*

**Hwa-Sun (Sunny) Diaz, '06**  
Group Health Cooperative Administrative Fellowship,  
Seattle, WA  
**John Rigg, MHA/MPA, '06**  
2006 David A. Winston Health Policy Fellowship,  
Washington, DC.  
**Cristi Russo, '05**  
Providence Health & Services Fellowship, Seattle, WA

### *Awards*

**Terry Lew, '04**  
2006 Kitsap Chapter of the Military Officer's Association  
of America Outstanding Junior Officer Award

**Jennifer Yahne, EMHA '06**  
2006 Peggy Means Leadership Development Fund  
grant from the Fred Hutchinson Cancer Research  
Center

### *Updates*

#### *Class of 1977*

**Brian McKenna**  
As of May 1, Brian will be Vice President for Program  
Development at Barnes-Jewish Hospital, St. Louis,  
Missouri.

**Robert L. Queisser**  
Rob Queisser performs at Carnegie Hall in June 2006  
with the Everett Symphony Orchestra directed by Dr.  
Paul-Elliott Cobbs. Rob has played bass trombone with  
the Symphony since 1997. The Everett Symphony  
Orchestra will provide the season's final concert,  
featuring the Afro-American Symphony No. 1 by  
William Grant Still (an African-American contempo-

rary of George Gershwin & Cole Porter),  
George Gershwin's "Rhapsody in Blue" with pianist  
John Pickett, and a number of operatic selections with  
singers from the New York City area. Rob and his  
wife Cindi Williamson recently moved to Bellingham,  
WA, where they enjoy the local music and arts scene.

#### *Class of 1978*

**Mary Richardson**  
Mary Richardson has successfully completed the  
Master Gardener course, sponsored through collabo-  
ration between Washington State University and the  
Island County Extension Agent. She is now fluent in  
trees, bushes, flowers, dirt, bugs and plant diseases.  
She will be providing community education and other  
digging and planting related services to community  
gardens and gardeners on Whidbey Island. And she  
will be keeping up with her own, ever changing,  
landscape.

#### *Class of 1983*

**Jim Bono**  
Jim is Associate Dean of the University of Illinois  
College of Pharmacy and recently began the PhD  
Program in Pharmacy Administration. He received the  
2006 Petranek award for Research, Teaching and  
Service within the Department of Pharmacy Adminis-  
tration, and continues to be involved with issues  
affecting health and pharmacy services in rural  
Illinois. He is also involved with several related  
research, education and outreach projects.

#### *Class of 1985*

**Dave O. Olson**  
Dave was promoted to Vice President of Business  
Development at Harrison Medical Center, Bremerton,  
WA.

**David R. Olson**  
David is starting his sixth year with Wenatchee Valley  
Medical Center as an Associate Administrator and as  
Administrator of the Moses Lake Clinic. In March,

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## Recent News and Updates from Alumni

Dave was elected for a second term on the Washington Rural Health Association and is currently the President-Elect of the WRHA. He will be representing Washington at the National Rural Health Association.

### *Class of 1986*

#### **Patricia Cameron**

After 19 years in health care policy with the State of Maryland, Patricia has recently joined MedStar Health, one of the leading health care systems in the region. MedStar is a non-profit system with seven hospitals in Washington, D.C. and Baltimore, and other related entities.

### *Class of 1991*

#### **Marc Larsen**

In late May/early June, Marc will be moving from Vice President of Strategy & Business Development at Salem Hospital Regional Health in Salem, OR, to Chief Operating Officer at HealthTech in San Francisco, CA.

### *Class of 1992*

#### **Sharon Fox**

Sharon is currently working for Kaiser Permanente Northwest Region in Portland, OR. She is developing a new position to help their Medical Operations Leadership improve patient service. Sharon and her husband have two girls who are 7 and 10, keeping them young and playful.

### *Class of 1995*

#### **Miriam Marcus-Smith**

Miriam is delighted to have returned to the UW in December 2005. She is now the Research Manager in the Department of Medical History and Ethics, where her responsibilities include managing the NIH-funded Center for Genomics and Healthcare Equality. On the home front, her boys are now 10th and 12th graders, with the older one heading off to WWU in September. In February, Miriam and her older son completed the

Hog Loppett, a 30 km cross-country ski trek from the top of Mission Ridge to Blewett Pass, which she considers one of the big accomplishments of her life.

### *Class of 1996*

#### **Tam Lutz**

Tam (Dixon) Lutz was selected as one of five speakers to present at the National Institutes of Health's Annual American Indian and Alaskan Native Research Symposium in November 2005. Tam presented on a five-year community and family-based intervention study intended to reduce early childhood obesity and tooth decay in tribal communities. She served as the Director and Junior Investigator (Native Trainee) for this study ([http://www.nih.gov/nihrecord/01\\_13\\_2006/story02.htm](http://www.nih.gov/nihrecord/01_13_2006/story02.htm)).

Additionally, Tam was notified this April that she was one of the eight applicants selected for the University of North Carolina, Chapel Hill School of Public Health Doctoral Program in Health Leadership (DrPH). She will begin her program in August 2006.

### *Class of 1998*

#### **John Zeber**

John recently received separate career development awards from both the University of Texas Health Science Center and the Department of Veterans Affairs (VA). In addition, during the past six months John has had five articles published or in press. His partner, Laurel Copeland, also received a similar VA award; they continue to enjoy San Antonio, occasionally seeing friends from the MHA 1998 class.

### *Class of 1999*

#### **Shelly Mullin, EMHA**

In April 2005, Shelly was promoted to Hospital Administrator/Nurse Executive for Tacoma General Hospital. Tacoma General has 391 beds; and has a level 3 NICU, Level 2 Trauma Center, Regional Heart and Vascular Center and Neuro Sciences Center.

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## Recent News and Updates from Alumni

Tacoma General is a part of MultiCare Health System.  
*Class of 2001*

### **Monica Arpagaus, MHA/MN**

Monica has been working with the International Committee of the Red Cross since February 2003. She has had missions in Democratic Republic of Congo, Sudan and is currently stationed in Uganda working in the Internally Displaced Persons Camps in the North. Her work is currently focused on 6 health centers and 2 hospitals where she works with the Ministry of Health to improve basic health care. One of the projects she worked on in the Congo was accepted for publication last year in International Journal for Quality in Health Care. It was published in the August 2005 issue and titled "Quality Improvement Programme on the Frontline: An International Committee of the Red Cross Experience in the Democratic Republic of Congo."

### **Angela Macey-Cushman**

Angela graduated with honors from Seattle University Law School this past May. She and her husband are living in the Montlake neighborhood and working on a remodel of her family's 100-year-old house. Their son, Ethan, is 3 years old and doing well.

### **Diana D. Cardenas, EMHA**

Diana became the Chief of Service for Rehabilitation Medicine at UWMC after graduating from the EMHA program. As of February 2006, she joined the faculty at the University of Miami as the new Chair of the Department of Rehabilitation Medicine.

### *Class of 2002*

### **Debbie Duncan**

Debbie is a Practice Manager for the Family Medicine section at Dartmouth-Hitchcock Medical Center. Family Medicine is one of 36 practices selected to participate in AAFP's TransforMED demonstration project designed to test an innovative practice model that could ensure the rebirth of primary care (<http://www.aafp.org/x42855.xml>).

### **Susan Yee**

Susan has been working as an Associate Director of Pediatric Programs & Services at a local community health center in Lower Manhattan. She has been with the Health Center for almost 3 years now. She is currently on maternity leave with plans to return to work in a couple of months. Susan and her husband have a daughter, Natalie Szeto, who was born on March 2.

### *Class of 2003*

### **Jennifer Davey**

Jennifer is the new Emergency Management Specialist for Children's Hospital Seattle.

### **Anthony Dorsch**

Anthony has been promoted to System Director of Financial Planning. Anthony has successfully led Providence toward achieving excellence in Strategic Finance through the development and management of the Business Opportunity Assessment Team (BOAT), support to the Office of Chief Financial Officers (OCFO), facilitation of the Six Sigma Finance Program and contribution to the creation of the System Opportunity Assessment Process (SOAP), as well as financial consulting and business planning for Regional and System Office initiatives.

### **Jacob Heller, EMHA**

Jacob was named one of the top three Emergency Medicine physicians in Seattle last August in a poll taken of practicing MDs in Seattle.

### **Nicole Kerkenbush, EMHA**

Nicole is currently working at Brooke Army Medical Center in San Antonio, Texas as a Clinical Informatics Project Officer. She is heavily involved with work on AHLTA, the Department of Defense's new electronic health record. She is focusing on the documentation of soldier medical readiness data.

In January she presented two posters at the TRICARE 2006 State of the Military Health System Conference

## Recent News and Updates from Alumni

and was presented with the Healthcare Innovations Award in the category of Access for her presentation, "From Whiteboard to Plasma Screen: How to Leverage Technology for Emergency Department Management."

Nicole and her husband (Kerk) had a baby in January 2005. His name is Garrett and he is wonderful! She would really like to hear from her EMHA classmates, as she has lost all their addresses with a recent computer crash (nicole.kerkenbush@us.army.mil).

### *Class of 2004*

#### **Alta M. Ballard, EMHA**

Alta is an Internal Professional Consultant at Swedish Medical Center and is currently serving as Project Leader for implementation of Electronic Discharge ASP (ExtendedCare Information Network) across all four campuses of Swedish Medical Center. Her daughter, Jennifer, recently began residency in Radiology at Johns Hopkins University.

#### **Malia King**

Malia's latest child was born January 24. She and her husband had a little girl named Reese Riddell King. She is doing well. Malia plans on returning to work next year. She is living in New Orleans (north shore) and hopes to work for Ochsner when the time is right.

### *Class of 2005*

#### **Wendy O'Shaughnessy**

Wendy has been appointed Cancer Center Director at Good Samaritan Community Hospital, Puyallup, WA.

#### **Stephanie Pinches Langston, EMHA**

Stephanie has accepted a consultant position with The Horizon Group in Virginia Beach, VA. She also acts as Director of Marketing and Sales for Med Track, a software product for physician liaisons that was developed as a venture of The Horizon Group. Stephanie and her husband have enjoyed their time in Virginia, but in June he will conclude his service with the Navy and they are planning to relocate to Philadelphia to be near family.

### *Class of 2006*

#### **Subbiah Viswanathan, EMHA**

Subbiah has been awarded the Pinnacle Board Presidential Award, the highest honor bestowed upon an employee of Philips Medical Systems North America.

## THANK YOU FOR YOUR FUND DONATIONS

The Program would like to express its deep appreciation for the recent donations made by alumni in conjunction with Alumni Day. Alumni are able to designate funds for the following accounts:

### AUSTIN ROSS ENDOWED PROFESSORSHIP IN HEALTH ADMINISTRATION

### CHERYL M. SCOTT-GROUP HEALTH COOPERATIVE ENDOWED PROFESSORSHIP

### POINTER LIVING TRUST ENDOWED HEALTH ADMINISTRATION STUDENT FELLOWSHIP

### MHA DISCRETIONARY FUND

Your contributions provide opportunities for student activities and program development that would otherwise not be possible.